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Section 1—Introduction

Weber Human Services (WHS) provides aging, substance abuse and mental health services for people living in Weber and Morgan Counties. **In this booklet we are going to tell you about mental health services only.** If you have questions about aging or substance abuse services you can get information by calling 625-3700.

When you are on Medicaid you are part of the Prepaid Mental Health Plan. As long as you live in Weber or Morgan County and your Medicaid card says Weber Human Services, you must get your mental health care through us. You cannot choose a different mental health plan, but you may be able to choose your provider. Please see Section IV in this booklet for information on choice of providers.

The purpose of this handbook is to help you get any mental health services you may need.

You may get a copy of this booklet at least once a year. Just ask your therapist for a copy or call 625-3700.

Section 2—Covered Services

What services does the center provide?

WHS provides inpatient mental health care and outpatient mental health services, including:

- Evaluations
- Psychological testing
- Individual and group therapy
- Medication management

- Individual skills training and development
- Psychosocial rehabilitation services (sometimes called day treatment or SDS)
- Case management services

WHS also has some other services such as adult residential and therapeutic foster care for children. If you think you need this kind of care, you may talk with your therapist about your needs.

Services are provided by licensed mental health professionals, including doctors, nurses, psychologists, social workers, professional counselors, and certified case managers. If you have questions about covered services, call us at 625-3757.

Section 3—Services Not Covered by the Prepaid Mental Health Plan

What services are not covered by the center?

Medical care, dental care, and substance abuse services are not covered under the Prepaid Mental Health Plan. If you have questions regarding covered services, call us, or your medical health plan, or Medicaid at 1-800-662-9651.

Section 4—Choice of Provider

May I choose my mental health provider?

Yes. Most of the time WHS will provide your mental health care. To the extent possible, your request for a specific therapist at WHS, or a therapist outside of WHS, will be approved. Call 625-3757 to request more information about your choice of providers.

Section 5-- Transportation

How may I get help with transportation to the center?

If you do not have your own transportation to and from your mental health appointments, call your local Department of Workforce Services at 626-3100. They will help you get a UTA bus pass.

If UTA bus service is not in your area, or if you can't use the UTA for some reason, and you do not have a personal means of transportation, talk to your therapist about your needs. If you are scheduling your first appointment, talk to the scheduler about your transportation needs.

Section 6-- Interpreter Services

What if my English is not very good or I am hard of hearing?

We know that it may be hard to talk with your therapist if your first language is not English or you are hard of hearing. We may have therapists who speak or sign your language. You may ask to get services from them.

Or you may ask for an interpreter. Interpreters are free and are available in all languages, including sign language. Interpreters can help you over the phone and go with you to your mental health appointments. They will help you talk with your therapist and will help you understand what your therapist is telling you.

If you need an interpreter, call 625-3700.

May I get this booklet in another language or format?

Yes. We also have this booklet and other important written information in Spanish. This booklet is also available on audio tape or compact disk (CD) in both English and Spanish.

To get a copy of this booklet in Spanish, or the audio tape or CD in English or Spanish, call 625-3700.

Sección 6.- Servicios de intérprete

¿Qué pasa si necesito un intérprete?

Sabemos que podría ser difícil comunicarte con tu terapeuta si tu primer idioma no es el inglés, o si tienes dificultades auditivas.

Tenemos intérpretes disponibles para todos los idiomas, sin costo extra alguno. Un intérprete es una persona que habla tu idioma.

Un intérprete puede ayudarte al comunicarte por teléfono e ir contigo a tus citas de salud mental. Un intérprete te ayudará a comunicarte con tu terapeuta así como a entender lo que tu terapeuta te diga. También tenemos terapeutas que hablan otros idiomas además del inglés. Déjanos saber si necesitas un intérprete.

¿Puedo conseguir este folleto en otro idioma o formato?

Sí. Tenemos este folleto y otra información importante disponible en español. Este folleto también está disponible en audio cassette o en disko compacto (CD) tanto en inglés como en español.

Para recibir una copia de este folleto en español, el audio cassette

o CD en español llama al: (801) 625-3757.

If you are hard of hearing, telephone relay service is available by calling Relay Utah at 711. If your impairment is speech related, call 1-888-346-5822 and a specially trained person will help you. If you are Spanish speaking, call 1-888-346-3162. This service will also translate what you say into English.

Section 7—Rights and Responsibilities

What are my rights as a client?

As a client at WHS, you have the right to:

- Get mental health care regardless of your race, color, national origin, disability, sex, religion or age. If you feel you have been treated unfairly or discriminated against for any reason, you may contact the Managed Care Coordinator at 625-3757. You also have the right to contact Medicaid Constituent Services at 1-877-291-5583 or the federal Office for Civil Rights at 1-800-368-1019 (TTD 1-800-537-7697). Other ways to contact the Office for Civil Rights are by e-mail at ocrmail@hhs.gov or you can visit their website at <http://www.hhs.gov/ocr>.
- Get information on the Prepaid Mental Health Plan
- Be treated with respect and dignity
- Have your privacy protected
- Get information on all treatment options

- Take part in treatment decisions regarding your mental health care, including the right to refuse treatment
- Be free from restraint or seclusion if it is used to coerce (force), discipline, used as a reaction (to retaliate), or for convenience, as specified in federal regulations on the use of restraint and seclusion
- Get mental health services according to WHS access and quality standards
- Get a copy of your medical record, and if appropriate, to ask that it be amended or corrected, as specified in 45 CFR part 164, subpart E, sections 164.524 and 164.526.

What are my responsibilities as a client?

As a client at WHS, you have the responsibility to:

- Keep scheduled appointments
- Exhibit no verbal or physical abuse to staff or fellow clients
- Participate with your therapist in your treatment and care plan
- Tell our customer service staff and your Medicaid eligibility worker of changes in your address, telephone number or insurance
- Notify WHS if you lose your Medicaid

Section 8—Mental Health Advance Directives

What if I am ill and can't make mental health treatment decisions?

Utah law allows you to have a mental health advance directive. This is like an advance directive for medical treatment. This is called a “Declaration for Mental Health Treatment.” This will tell us in writing what treatment choices you want

made if you are unable to make decisions later. Your declaration is effective only if you and two other adult witnesses sign it. If you want more information call our supervisor of Adult Services at 625-3703.

Section 9—Payment for Services

Will I ever have to pay for mental health services?

Yes, but you will never have to pay for emergency services. You may have to pay for services if:

- You get a service that is not covered by the Prepaid Mental Health Plan
- You get a service that is not pre-approved by WHS

If either of the above happens, the provider might ask you to pay for the service.

You should only be billed if you signed in writing that you would pay for the service, before you got the service.

You also may have to pay for services if:

- You ask for and keep getting mental health services during an appeal with WHS, or during a Medicaid Fair Hearing. You may only have to pay for these services if the appeal or Medicaid Fair Hearing decision is not in your favor.
- You are not on Medicaid when you get the service.

Section 10—Getting Mental Health Services

How do I ask for mental health services?

You may make an appointment by calling 625-3700 or by coming to our office at 237 26th Street in Ogden. If you need services in the evenings, let us know when you call. Evaluations and some therapist services may be provided in the evenings. If you need emergency care you will be seen right away. (See Section 11 that describes emergency care.)

We will give you urgent care for other conditions that need to be taken care of quickly, but that are not considered emergencies. If you need urgent care, we will see you within five working days. If you do not have an urgent need for care, we will see you within 15 working days. If after you have scheduled an appointment your situation changes and you think you need to be seen sooner, be sure to call us. We'll talk about your needs again.

Where do I go for mental health services?

Our offices are located at 237 26th Street in Ogden.

Section 11—Emergency Services

What is an emergency?

When you think your life is in danger, or you think you may harm yourself or others, this may be an emergency.

What are emergency services?

These are services given to treat your emergency.

How do I get emergency care?

WHS has 24-hour emergency services seven days a week. Call 625-3700 to get emergency care. Also, you may come to WHS between 8 a.m. and 5 p.m., Monday through Friday, and talk to a crisis worker right away.

Also, day or night, you may go to any hospital emergency room or qualified provider for emergency care. You do not have to get pre-approval for emergency care. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that WHS is your mental health provider. Have the emergency provider call 801-625-3757 to tell us about the care they gave you.

How do I get emergency care if I am out of the center's geographic area?

Go to any hospital emergency room or qualified provider and ask for help. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that WHS is your mental health provider. Have the emergency provider call 801-625-3757 to tell us about the care they gave you.

Will I have to pay for emergency care?

No. You do not have to pay for emergency care. You will not have to pay for emergency care even if you get emergency care out of the area.

Do I have to pay for an ambulance to get to emergency care?

No. Medicaid will pay the ambulance company.

Section 12—Mental Health Care in a Hospital

How do I get mental health care in a hospital?

Hospital care is usually called post-stabilization services. WHS must pre-approve hospital care. We use McKay Dee Hospital for inpatient hospital care.

If a different hospital treats your emergency and wants to admit you to the hospital, the hospital **MUST** call us for approval. We may have you stay at that hospital or we may transfer you to McKay Dee Hospital. It's important to let the hospital know WHS is your Medicaid mental health provider so they can call us if they want to admit you. Local hospitals may call 801-625-3757 to talk with us about your need for inpatient care.

How do I get mental health care in a hospital if I am out of the center's geographical area?

Go to the nearest hospital and ask for help. Again, be sure to let the hospital know you have Medicaid and that WHS is your Medicaid mental health provider. It is the hospital's job to call us when they admit you to ensure they have the necessary approval. Out-of-area hospitals must call 801-625-3757 to let us know they want to admit you for care.

Section 13—Services from Non-Plan Providers

May I get mental health services from someone outside the center?

In special situations, you may go to a therapist outside the center. You and the therapist must get approval before you get services outside WHS.

Call 625-3757 and ask for the Managed Care Coordinator to talk about the request.

Remember, WHS is the only mental health agency that can approve mental health services if you live in Weber or Morgan counties.

You may have to pay for care that we have not approved.

When will the center tell me the decision?

Usually, we will make a decision on your request within 14 calendar days.

Sometimes, we need more time to make a decision. We will let you know about this in writing and tell you that you may file a grievance, if you are unhappy with our need to take more time. Also, you or your therapist may want us to take more time for some reason. If so, let us know.

If you, your therapist or we think it's important to make a decision quickly, we will do so, generally in three working days.

We will give you our decision about your request in writing, and we will contact the therapist, too.

Section 14-- Actions**What are actions?**

Actions are when WHS:

- Denies your services or approves fewer services than you requested
- Decreases the number of services or ends a service we had previously approved. (If you agree with the change in your treatment, it is not an action. This is only an action if you tell us you don't want the change.)
- Denies payment for a service that you might have to pay for
- Does not provide your first appointment within the required amount of time for emergent, urgent or non-urgent care (see Sections 10 and 11 for more information) and you are not happy with this

- Does not settle an appeal or a grievance you have filed with us as soon as we are supposed to

How will I know if the center is taking an action?

We will send you a letter called a Notice of Action. You may appeal the action.

Section 15—Appeals

What is an appeal?

An appeal is your request to have us look at the action again to reconsider the decision.

Who may file an appeal?

You, your legally authorized representative, or your provider may file an appeal. We will include an appeal form with your Notice of Action letter.

When does an appeal have to be filed?

Your Notice of Action letter will give complete information on the appeal process including how soon you must tell us you want to appeal the action. In some situations you must let us know within 10 days, and in other situations within 30 days of the date on the Notice of Action letter. We will let you know which time period fits your situation.

When will the center tell me the decision on my appeal?

Usually, WHS will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we need more time to make the decision. We will let you know about this in writing. Also, you may want us to take more time for some reason. If so, let us know.

When you, your provider or we think it's important to make a decision on your appeal quickly, we will usually make a decision within three working days.

Section 16—MEDICAID FAIR HEARINGS

What may I do if I am unhappy with the appeal decision?

You, or your legally authorized representative, or your provider may ask for a Medicaid Fair hearing with Medicaid if you are unhappy with our decision on your appeal, or if we cannot make a decision on your appeal as soon as Medicaid wants us to.

In these situations, we will tell you in a letter that you may request a Medicaid Fair Hearing. The letter will tell you how and when to request the Medicaid Fair Hearing. We will also give you the Medicaid Fair Hearing request form to send to Medicaid. You must ask for a Medicaid Fair Hearing in writing.

If you want, you may bring an attorney with you to the Medicaid Fair Hearing.

Section 17—Complaints/Grievances

What if I have a complaint?

If you have a complaint about anything other than an action, this is called a grievance.

How do I file a grievance?

You, your legally authorized representative, or your provider may file a grievance by calling us at 625-3757. If you want to talk to us about your grievance in person, come to our office at 237 26th Street and ask for the Managed Care Coordinator.

You may also give your grievance to us in writing. Please give it to the Managed Care Coordinator or give it to our customer service staff. Also, you may mail it to:

Weber Human Services
Managed Care Coordinator
237 26th Street
Ogden UT 84401

If you don't want to talk to us about your complaint, you may call Medicaid anytime at 1-800-662-9651 or 538-6155.

When will the center tell me the decision on my grievance?

WHS will give you a decision within 45 calendar days after we get your grievance. We will either talk to you about our decision, or we will send you a letter. If you gave us your grievance in writing, we will always send you a letter back.

Section 18 — Privacy

Who may read or get copies of my medical record?

WHS follows federal laws about privacy of your medical record. We do not use or share your protected health information except as federal law allows. When allowed by federal law, only the minimum necessary information is shared. We will talk to you about privacy when you first come to the center.

Section 19 — Center Operations

What if I want to know more about how the center operates?

Additional information about WHS is available if you ask for it. This includes information about our structure and operations, information on how we choose providers and what is required of them. Also, you can request more detailed

information regarding our grievance system and our confidentiality policy. We will also give you a copy of preferred practice guidelines, if you ask.